

15 December 1986

Allied Contract for Cleaning, Operating, and Maintaining  
CIA Headquarters Facilities

1. On 10 October 1984 the Agency contracted with Allied Eastern States Maintenance Corporation to provide services for our Headquarters facilities that up to that time had been provided by the General Services Administration (GSA). In FY-86 the cost for Allied's services was about \$11.7 million, approximately \$1.2 million more than we would have paid GSA. The significant improvement in the level of services has been well worth this small increase.

2. Compared to GSA, Allied has provided significantly improved custodial support, a higher degree of reliability in operating utility support systems, and faster responses to Agency taskings. The level of cleaning is much improved, trash removal is timely and consistent, roads and parking lots are quickly cleared of snow, environmental conditions are properly maintained throughout the year, scheduled outages occur on time without loss of critical systems, utility support systems are better maintained and always on line, and the entire operation is professionally managed.

Background

3. The contract with Allied was preceded by a Memorandum of Agreement between the GSA and the Central Intelligence Agency (CIA) in February 1983. A copy of this agreement is at Attachment A and can be summarized as follows:

A. CIA will maintain all facilities and grounds on the Headquarters compound.

B. CIA will accomplish and budget for all repair and alternative work. GSA will be consulted for any project over \$500,000.

C. GSA will budget for major capital improvements. CIA may budget for operationally critical capital improvements.

D. CIA may acquire protective services for all its facilities.

E. GSA will transfer [ ] Federal Protection Officer positions and [ ] maintenance and operations positions.

F. GSA personnel at Headquarters may be employed by CIA or the selected contractor or may elect to remain with CIA.

G. All tools, records, and equipment used by GSA for operation of the Headquarters facilities will be given to the CIA.

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H. The Standard Level User Charge (SLUC) will be adjusted annually and shall not include that portion of SLUC allocated to operations and maintenance services.

#### Allied Contract

4. The Cost Plus Award Fee contract with Allied provides for the necessary resources to obtain materials and skilled personnel to maintain the Headquarter's facilities and an incentive for superior performance. The contractor is responsible for providing all necessary management, personnel, materials and services to clean, operate, maintain and repair the 1,000,000 net square foot Headquarters Building, powerhouse, printing building, parking deck, motor pool, utility support systems and landscaping located on the 213-acre site in Langley, Virginia. The contract also contains special requirements that place stringent security controls on Allied personnel's access to the facilities and require that operations be accomplished with minimal disruptions to utility support services. A copy of the contract is included as Attachment B. A summary of the statement of work follows:

##### A. Management Tasks

1. Provide on-site Project Manager
2. Provide Custodial Manager
3. Provide Maintenance & Operation Manager
4. Conduct training program
5. Operate effective materials purchasing control system
6. Establish Quality Assurance Program
7. Establish security program

##### B. Custodial Tasks

1. Comprehensive program of daily and periodic custodial service comparable to the best commercial or government executive level cleaning service.
2. Develop and administer snow removal program
3. Develop list of consumable supplies and nonconsumable equipment required each year.

**C. Maintenance and Operation Tasks**

1. Have resources available to renovate up to 150,000 square feet of office space each year.
2. Develop operating procedures for all utility support systems.
3. Develop preventive maintenance schedule and procedures for all utility support systems.
4. Develop plans for testing all back-up systems for utility support.
5. Develop procedures for scheduled utility outages.
6. Maintain documentation of all utility support systems.
7. Establish 24-hour trouble desk.

**D. Documentation**

1. Monthly report on major accomplishments
2. Periodic report on status of operation of all major support systems
3. Provide work breakdown structure
4. Conduct annual potential hazards analysis
5. Prepare contingency/emergency plan.

**E. Security**

All personnel must be US citizens and be granted a Top Secret security clearance